

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

TBD

CLASSIFICATION:

Staff Services Manager I

POSITION NUMBER:

011-4800-VAR

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

Office of Equity

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

Office of the Foster Care Ombudsperson

SUPERVISOR'S NAME:

Greg Asher

SUPERVISOR'S CLASS:

SSM II

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- ☐ Designated under Conflict of Interest Code.
Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. (Explain below)
None
- ☒ Other (Explain below)

Travel: Up to 25%

Must Pass background check and/or fingerprint clearance

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED (Check one):

☒ None Supervisor | Lead Person | Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

4 SSA/AGPAs, and 1 student/graduate student assistant

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

The Office of the Foster Care Ombudsperson (OFCO) is an autonomous entity within the California Department of Social Services (CDSS), established to receive, investigate, and informally resolve complaints about the care, placement, services, and rights of youth in foster care. The OFCO receives and responds to inquiries and complaints received from foster youth, caregivers, the public, advocacy groups, federal departments, the Legislature, and Congress concerning child welfare and foster care policies, practices, and processes. The OFCO produces and distributes an annual report, written and multimedia educational materials, and provides training to audiences about the OFCO's duties, responsibilities, and the rights of children in foster care.

CONCEPT OF POSITION:

Under the general direction of the Staff Services Manager II and Ombudsperson, the SSM I plans, organizes, directs, and oversees staff efforts aimed at responding to issues related to foster youth rights, ensuring efficient and equitable of complaint investigations. The SSM I provides consultation, policy interpretation and analysis, and supports program development, related to the personal rights, care, placement, and services to support the safety and well-being of children in foster care in California. Provides coaching and supports staff professional development. Ability to work after normal business hours, weekends required.

A. RESPONSIBILITIES OF POSITION:

40% Provides supervisory oversight to the unit's analysts responsible for screening & investigating complaints related to the care, placement, services, and rights of foster youth. In conjunction with other SSM Is, plans, develops, implements, coverage of the branch's public toll-free lines. Monitors, evaluates and modifies procedures to maintain effectiveness of these functions. Reviews staff assignments for quality, accuracy and completed staff work. Provides coaching and other professional development for staff. May handle the most complicated or sensitive inquiries regarding any of the assigned areas. Oversees projects and directs staff on research and data gathering to prepare policy briefs and statistical, annual, and periodic reports that inform budget concepts, procedures, policies, projects, and project alternatives.

20% Evaluates and appraises staff performance; writes annual performance appraisals, probationary reports, and other supervisory reports as needed. Establishes Unit goals, objectives and assignments and communicates expectations to staff. Recruits, interviews, onboards, trains, and coaches staff in the successful completion of unit goals and responsibilities, ensuring ongoing staff development.

20% Oversees and monitors analysts workloads based on multiple factors including experience of the analyst, complexity of complaints and inquiries currently assigned, additional assignments and other factors. Delegates for intake or further processing complaints and inquiries received via the Branch's general email inbox, voice messages, website, and controlled correspondence. Ensures assignments are properly distributed and completed timely and in accordance to the expectation of quality customer service.

10% Works directly with management in Children and Family Services and Community Care Licensing Divisions as well as internal staff and management to address issues identified via the investigative process. In addition, the SSM I must consult with the Foster Care Ombudsperson, and Counsels, to assess and resolve issues related to policies and foster youth cases.

5% Contributes to the Branch's training and outreach programs including developing and presenting training materials to the public.

5% Participates in various administrative, managerial, and unit meetings. Performs other related duties as assigned by the SSM II and or Ombudsperson. May serve in an acting capacity in the absence of the SSM II. The SSM I is responsible for the Bill Analysis and the Budget Change Proposal process.

B. SUPERVISION RECEIVED:

Receives direct supervision from Manager II, with guidance from the Foster Care Ombudsperson. The SSM I receives guidance on policy, procedural, and administrative issues impacting the OFCO. The incumbent is required to display considerable independence, initiative, and resourcefulness in carrying out their responsibilities.

C. ADMINISTRATIVE RESPONSIBILITY:

Directly supervises the work of OFCO staff. Reviews and approves staff travel, equipment and supply purchases, and other business expenses; conducts timely reviews of staff performance; reviews and approves staff leave usage; recruits, screens and hires staff. Ensures confidentiality of personal and/or sensitive information. The SSM I is required to utilize good judgment in handling sensitive and confidential materials and matters when working on documents and project-related issues. Acts in the capacity of the Staff Services Manager II at appointed times.

D. PERSONAL CONTACTS:

The SSM I has frequent contact with other state and county staff, including but not limited to, CDSS, county child welfare, probation, group home providers, advocates, and related associations for the purposes of consultation and complaint resolution concerning the care, placement and services of youth in foster care. The SSM I communicates with youth and must be able to effectively communicate with youth in a trauma informed way. Additionally, the incumbent meets with federal, state and county staff/management and private advisory/advocacy groups as needed. Tact, diplomacy, discretion, good judgment, and the ability to arbitrate/mediate are essential in the collaboration with others to benefit foster youth.

E. ACTIONS AND CONSEQUENCES:

Errors in judgment, poor interpersonal skills, unsound policy recommendations, or inadequate administration of identified responsibilities can result in program practices that negatively impact the care and quality of services to children in foster care. Failure to use good judgment in staff supervision could result in foster children not receiving necessary assistance and may place a foster child at risk of additional abuse or neglect. Such errors may result in creating fiscal sanctions or higher cost to governments and harm to foster children.

F. OTHER INFORMATION:

The OFCO values diversity at all levels of the organization and is committed to fostering an environment in which employees from diverse backgrounds, cultures, and personal experiences are welcomed and can thrive. The OFCO believes the diversity of our team and their unique ideas inspire innovative solutions to further our mission of resolving complaints related to Foster Youth Rights, and the care, services, and placement of children in foster care.

The OFCO seeks a diverse pool of applicants in marginalized groups or those who have lived experience in the foster care system. Daily use of a computer/telephone. Knowledge of the child welfare system, direct child welfare experience, investigation, project management, and continuous quality improvement experience highly desired.